

## Laptop Handbook

ASH issues each student designated grades with a laptop and protective case together with a power pack (charger). Do remember that this privilege is rare and brings with it certain responsibilities. When you leave ASH or when your laptop is exchanged for a new one, all the equipment must be returned in good condition.

**Terms:** Students will be required to have the **Laptop Use Agreement** form signed by their parent/guardian and themselves prior to receiving a laptop from ASH.. Each student must comply at all times with the terms stated in this Laptop Handbook and Acceptable Use Agreement. Any failure to comply will result in disciplinary action.

**Ownership:** The laptop, battery, and padded case as well as subsequent replacements are the property of ASH. It is for educational use and is on loan to the student. This laptop is not a replacement machine to a home computer, but is a school resource on loan to the student. During all holidays of two weeks or longer in duration, students may be required to turn in the laptop to ASH for maintenance. The student's right to possession and use of the laptop is limited by the conditions of this Laptop Handbook and Acceptable Use Agreement.

**Repossession:** If the student does not fully comply with all terms of this Handbook and Acceptable Use Agreement, including the timely return of the laptop prior to the beginning of the holidays, ASH may: *a)* take the laptop back from the student and/or *b)* charge parents for the full cost of the laptop.

**Terms of Agreement:** The students' right of using the laptop ends not later than the last day of school prior to the holidays and/or end of the school year, unless ASH decides the student has to turn it in earlier. In case of early withdrawal of the student from ASH, the laptop must be returned as a normal part of the withdrawal process prior to departure.

In case of damage, loss or theft, parents should notify the school as soon as possible. The school requests parents to complete all the relevant insurance or police paperwork and inform the school immediately. Failure to do so may delay the issuing of a replacement laptop to the student.

If the laptop is missing or stolen in school during normal school hours, 7:30am-3:45pm, students should report the loss immediately to IT Support.

Parents/Guardians are responsible for reasonable cost of repair for damaged or lost laptops on items not covered by the warranty.

All software needed for the curriculum is installed and maintained on the computer by IT Support.

# General Laptop Rules - Working with the Laptop In and Out of School

## 1. Care and Maintenance

- a. Students must return the laptop as it was handed over in good condition two days before the following holidays: the three-week winter holiday (December-January), and the summer holiday (June-August). If a student leaves ASH during the year they will be required to return the laptop three days before their departure from ASH.
- b. IT Support may collect the laptop if needed at any time.
- c. IT Support will provide all technical support during the school day, 7:30am to 3:45pm Monday through Friday.
- d. IT Support will not provide tech support for Internet connectivity issues in the student's home. It is the parents' responsibility to get assistance for Internet connectivity related issues from their Internet service provider. Changes to the laptop configuration are not permitted.
- e. The student will bring their laptop to school everyday, with the battery FULLY CHARGED.

## 2. Protect the laptop

To prevent damage, the laptop comes with a case. The case is considered part of the laptop and is not to be changed. The students and parents are responsible for ensuring the laptop does not get damaged or lost in or out of ASH.

- a) Be gentle with the laptop; be careful not to drop it, do not close it with anything on the keyboard or slam it shut and never carry it with the screen open.
- b) When moving between classrooms, place the laptop in the padded case provided.
- c) Putting the laptop on the ground is not a good idea - always place it up above the floor level where it can be seen. Don't stack things on top of it and don't use it as a writing desk.
- d) Students must not write, alter and/or put stickers onto the laptop.
- e) Always keep the laptop in its protective case (provided) and put that inside a backpack/school bag when travelling to and from school.
- f) When not in use, the laptop must be stored in the student locker or designated laptop cart.
- g) Keep the laptop secure. Never leave the laptop unattended. Never leave it in the hallway. Disciplinary steps will be taken if the laptop is left unattended outside lockers or classrooms.
- h) When away from school, if the laptop has to be left unattended, leave it in a locked house or locked car **out of sight**.

## 3. Be safe and secure

- a) Keep passwords private no one else should know them. Mix letters and numbers to make it difficult to guess passwords. Contact IT Support for password support.
- b) Students/parents should attend an Internet Safety Meeting for more information regarding the laptop and Internet safety.

## 4. Keep it Clean

- a) Enjoy food and drink **away** from the laptop, and please wash hands before starting work again otherwise the laptop keys can become sticky and dirty.
- a) Electrical equipment and liquids are not safe together - keep them apart!
- b) Keep the laptop screen closed when not in use. Closing the screen helps keep the laptop free of dust.
- c) When cleaning the laptop, only use only special cloths and products. The "Laptop Guy" or IT Support can give more information.

## 5. Be organized

- a) Keep all work organized in folders inside the **Documents** folder created in the Home Folder. The contents of the Home folder are sync'd (backed up) to the ASH server; except the following folders: Music, Movies, Photos, Downloads.
- a) If there is a problem with the laptop, contact IT Support as soon as possible. They will work to resolve the problem. If they cannot, they will re-image the laptop and the student files will be restored from the server on their next log in.
- b) When away from school, save any important work to the First Class email account. On returning to

school, copy the new documents to the Documents folder.

- d) The laptop is for schoolwork. It is not the place for personal music, photo or movie collection. Storing these could also be a violation of the copyright laws.
- e) Always bring the laptop to school everyday, with the battery FULLY CHARGED. This is very important. Consequences for not charging each night are the same as failing to do assigned homework.

#### **6. No Loaning or Borrowing Laptops**

- a) Do not loan the laptop to other students.
- b) Do not borrow a laptop from another student.

#### **7. Internet Safety**

The Barracuda Web filter at ASH monitors all network and Internet traffic. ASH laptops, when off campus, are not monitored. It is the responsibility of the parents to decide what Internet sites their son/daughter may access. ASH is not liable for what students do at home on the Internet with school-loaned machines and do not provide any monitoring software on the laptops.

#### **8. Violations and Consequences**

While ASH hopes that all users of its computer systems follow these guidelines because they agree with them, it will carry out disciplinary action on users who violate these guidelines. These disciplinary actions will depend on the nature or repetition of the misuse, but could include detention, exclusion from use of school equipment, suspension or exclusion from school.

#### **9. Warranty and Insurance**

The laptop is covered for accidental damage, loss or theft by an insurance policy of The American School of The Hague for a period of three years. The insurance coverage is effective during the term of this agreement.

- a) In case of accidental damage to the laptop, the laptop is covered by the insurance policy.  
In case of any damages there is an incremental deductible for repairs that parents are obliged to pay. This deductible is € 110 for the first incident, € 200 for the second incident and €300 for the third and any subsequent incident. The IT Support Team in consultation with the insurance company will decide whether the issue is accidental damage or covered by warranty.
- b) In case of loss or theft of the laptop, the laptop is covered by the insurance policy. For the first incident of loss or theft the parent must pay €150 deductible, €300 for the second and any subsequent incident.
- c) In case of repeated offences such loss, theft, damage or abuse, the Leadership Team will determine the course of action to take with the student and family.
- d) If the laptop is lost or stolen, it is imperative that parents file a report with the local police. All details must be submitted to the school together with a copy of the police report **within 48 hours** of the incident. This is a requirement from the insurance company.

#### **10. Insurance of Laptops**

ASH recommends that parents add these laptops to their current homeowners insurance policy for extra protection. The school has its own insurance that will provide appropriate coverage for the laptops within the school and when being transported between school and home.

## Appendix 1

### Additional special notes for parents

1. When signing the receipt for the laptop, we ask parents to acknowledge the fact that they have read this policy document and believe their son/daughter understand it.
2. On a regular basis, ask your son/daughter to show you the work they are doing on their laptop – even if you feel you are “not good with computers”. Getting involved and asking them to explain the technology will help their understanding of what they are doing.
3. The laptops are covered by insurance while off school premises, as long as reasonable care has been taken of them. If any damage, loss or theft occurs outside school, the school insists that relevant insurance or police paperwork is completed by parents and that we are informed immediately (within 48 hours), by phone at first if necessary but ultimately in writing, including date, time and circumstances. This is a requirement by the insurance company.
4. If students use the Internet on a home computer, we strongly advise parents that it should not be in a private area such as a bedroom and that you take advice if necessary on adequate measures to prevent your children being exposed to unsuitable material, persons or computer viruses. Look for the advice on our Information sessions on Internet safety.
5. Our IT Support team has the right to monitor, inspect, delete and reveal to relevant personnel data stored and passed on by your child on the school network, and to deny access to any area of the network or Internet. Such supervision, along with the use of firewall hardware/software is intended primarily to protect students from undesirable material on the Internet.